

SECTION F

CLERICAL TRAINING

1. Significant Achievements

a. On 1 July 1960 new typewriting standards went into effect. This was the result of a decision made by the Office of Personnel and the Office of Training. Clerical Training and the Assessment and Evaluation Staff conducted the required research on the project.

b. In July 1960 a new course called Office Practice was designed and conducted for the first time. This is offered in Clerical Induction Training.

c. A Clerical Training instructor prepared special dictation tapes for testing clerical applicants.

d. After a discussion between the Clerical Training Faculty and the Chief of Clerical Placement a decision was reached to discontinue giving clerk-typists a 60-words-per-minute test in shorthand; they will be given the regular 80-words-per-minute test. Clerk-typists who demonstrate sufficient knowledge of shorthand would enter shorthand training classes as did the clerk-stenographers who were tested but who failed to meet shorthand qualifications. It was also decided to permit clerical applicants to take three successive tests in shorthand and/or typewriting. If they failed these three tests, they would have to wait 60 days before they could be retested.

e. At the request of the Office of Communications, Chief of Clerical Training and an instructor of the Intelligence Orientation Faculty designed and presented a special workshop on the techniques of dictating to a stenographer.

f. The Chief of Clerical Training experimented with the presentation of a personal-use shorthand called Notehand. This tutorial presentation was a part of the research conducted to identify a method of shorthand which might be offered to Agency personnel for note-taking at conferences. This system of shorthand is not for verbatim recording of dictation.

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2. Successful Programs

a. The Office Practice course proved exceptionally practical and was well received.

b. The workshop on the techniques of dictation was an experiment. If it should be conducted again, the approach and coverage might be different, based on the experience gained in this running, but the project is regarded as successful.

c. The tutorial instruction in the personal-use shorthand called Notehand was successful in the sense that it was easy to teach and easy to learn.

d. The review class for writers of the Anniversary system of Gregg shorthand was well received.

3. Disappointments

a. The five-week program for Clerical Refresher course offerings did not exhibit sufficient improvement on the part of the trainees to justify its installation; consequently, the original four-week program was re-established.

b. The combination of the two English classes in Clerical Induction proved too difficult to teach and too much for the trainees to assimilate. The return to the separate classes--Punctuation and Capitalization for one and Grammar for the other--was advocated.

4. Problems Related to Programs Planned for FY 1962

a. The course offerings in the Clerical Refresher program will have to be offered to on-duty Agency clericals in the new building in order to make the training available to the persons who have need for it. The fact that there will be limited space available for this program poses major problems in the manner in which the subject matter is offered and how many classes can be conducted.

b. The distance between the new building and Clerical Training headquarters at 1016 16th Street with a minimum of one hour necessary for transportation between those two points promises to pose some administrative problems when the faculty is divided.

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c. Basic typewriting training for professionals and JOT's continues to be one of the most valuable courses offered by Clerical Training Faculty. Staff limitations, space difficulties, and classroom location continue to make the regular scheduling of this training impossible.

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